

SYSTEM, METHOD AND SOFTWARE FOR  
A SPEECH-ENABLED CALL ROUTING APPLICATION  
USING AN ACTION-OBJECT MATRIX

ABSTRACT OF THE DISCLOSURE

A system, method and software for facilitating a speech-enabled call routing application using an action-object matrix is disclosed. In operation, a natural language user utterance may be evaluated to identify an action and object available in an action-object matrix indicating transactions or operations available to a user. Depending upon the contents of the natural language user utterance, additional prompts and/or a disambiguation dialogue may be effected to elicit an available action-object combination selection from the user. Following identification of an action-object combination from the natural language user utterance, the action-object matrix may cooperate with a look-up table to identify an appropriate use routing destination. Following identification of an appropriate routing destination, the user connection may be routed to a service agent or module configured to facilitate the user selected transaction as indicated by the action-object combination.